



## SouthEastern Arizona Governments Organization

*Serving our member governments and their constituents since 1972*

---

### WEBSITE AD

**NAME OF POSITION:** Health Insurance Assistance Program Coordinator

**FLSA:** Full-Time, Non-Exempt

**DESCRIPTION:** Under general supervision, coordinates the health insurance assistance program that provides information, counseling and assistance to Medicare Beneficiaries, their families and caregivers with regard to Medicare, Medigap Insurance, Medicare Advantage, AHCCCS, Medicare Part D Prescription Drug Benefit, Medicare Savings Programs and Long Term Care Insurance; recruits, trains and oversees volunteer insurance counselors; ensures compliance with laws, regulations, and contract provisions.

**EDUCATION/EXPERIENCE:** High School diploma or GED, and three (3) years experience in an administrative position requiring organization and communication skills; an Associate's Degree may offset two (2) years of experience and a Bachelor's Degree may offset all three (3) years of experience; or any combination of education, training and experience which provides the required knowledge, skills and abilities. See the following pages for full job description or contact Laura Villa, AAA Director, at (520)432-2528 x 208, if you have any questions. Spanish desired by not required. SEAGO is an equal opportunity employer.

Salary Range: \$28,153 - \$39,414

AZ state retirement and health insurance benefits are provided.

**[- APPLY ONLINE HERE -](#)**



## Health Insurance Assistance Program Coordinator Job Description

---

<b>TITLE:</b>	<b>Health Insurance Assistance Program Coordinator</b>		
<b>JOB CODE:</b>	230		
<b>FLSA:</b>	Non-Exempt		
<b>PREPARED:</b>	July 2007	<b>UPDATED:</b>	July 2021

---

**Summary:** Under general supervision, coordinates the health insurance assistance program that provides information, counseling and assistance to Medicare Beneficiaries, their families and caregivers with regard to Medicare, Medigap Insurance, Medicare Advantage, AHCCCS, Medicare Part D Prescription Drug Benefits, Medicare Savings Programs and Long Term Care Insurance; recruits, trains and oversees volunteer insurance counselors; ensures compliance with laws, regulations, and contract provisions.

**Essential Job Functions:** *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional tasks.*

- Assists elderly and disabled clients, their families, their caregivers and social service professionals to:
  - Enhance their knowledge and understanding of health care coverage;
  - Educate in the areas of Medicare and Medicaid fraud, waste and abuse;
  - Select appropriate health insurance and providers to meet the beneficiary's medical needs;
  - Provide information, assistance and advocacy through collaborations and partnerships with other community organizations.
  - Advocate on behalf of clients.
- Recruits, trains, and supervises volunteers and staff to assist with the Medicare/Health Insurance Counseling and the Senior Medicare Patrol Programs.
- Arranges and presents to the public issues of health insurance coverage, Medicare and Medicaid fraud, errors and abuses of the healthcare system for the elderly and disabled.
- Complies with the State Health Insurance Assistance Program (SHIP) data collection and reporting system.
- Coordinates activities with other members of the Area Agency on Aging team.
- Provides Medicare and Medicaid beneficiaries with tools to protect themselves identify errors and detect potential fraudulent activity; provides assistance when such issues are identified so that mistakes are corrected and fraud is reported to the appropriate authorities.

**Desirable Knowledge, Skills, Abilities and Experience:**

- Knowledge of the types of medical insurance plans, disability health insurance, income insurance, long-term care insurance, Medicare and Medicare Supplements.
- Knowledge of Arizona Health Care Cost Containment System (AHCCCS) programs.
- Knowledge of Medicare fraud, errors, abuse basics and common scams and fraud within specific Medicare services.
- Experience working in public sector and nonprofit organizations.
- Knowledge of SEAGO policies, operations, and services.
- Skill in advocating for program participants, including investigation of complaints, evaluating the policy position and resolving beneficiary needs.

## **Job Description**

### **230 Health Insurance Assistance Program Coordinator**

- Skill in recruiting and interviewing methods and techniques; selecting, training, motivating, and overseeing the work of volunteers.
- Experience in the field of health insurance in order to understand the operational and procedural basics and regulations of problem resolution for clients and beneficiaries.
- Experience in health care or long-term care is preferred.
- Bilingual in English and Spanish is preferred.

### **Education, Experience, and Certifications:**

An Associate's degree in public administration, business administration, social services, or closely related field; a minimum of three (3) years demonstrated experience in health care or long-term care, health care insurance; or any combination of education, training, and experience which provides the following ***required knowledge, skills, and abilities***:

- Knowledge of insurance basics and regulations.
- Outstanding communication skills including written, verbal, and presentation skills.
- Demonstrated proficiency with the Internet and Microsoft Office (Word, Excel, and PowerPoint).
- Ability to quickly understand key programmatic activities and challenges and identify possible solutions.
- Demonstrated ability to work well with a diverse array of stakeholders to achieve desired outcomes.
- Demonstrated ability to learn, analyze, and synthesize new information quickly and make decisions.
- Demonstrated experience handling multiple assignments and meeting deadlines with attention to accuracy and detail, while thinking broadly and handling a high volume of work.
- Ability to organize and maintain records, prepare reports, and compose correspondence related to the work.
- Ability to work in a team environment and enthusiasm about being a member of a team.
- Strong interpersonal skills with ability to develop and sustain effective collaborative working relationships with a variety of persons of various socio-economic and ethnic compositions.
- Must be highly motivated and productive in a dynamic environment.
- Ability to maintain confidentiality of personal information collected from clients and employees.

### **Environmental Factors and Conditions/Physical Requirements:**

- Work is generally performed in a fast-paced office environment with frequent interruptions and irregularities in the work schedule.
- This position requires community work and extensive travelling to and from various locations, therefore, the selected individual in this position must have the ability to travel, which may include operating a motor vehicle, using walkways, stairs, and/or elevators.
- Ability to lift up to 20 pounds.
- Ability to communicate by voice, use sight, and hearing.
- No special coordination beyond that used for normal mobility, operation of conventional office equipment, and handling of everyday objects and materials is needed to perform the job satisfactorily.

**Job Description****230 Health Insurance Assistance Program Coordinator****Equipment and Tools Utilized:**

- Equipment utilized includes computerized and conventional office equipment.
- Operation of motorized vehicles may be required for travel.

**Other Requirements:**

- Must possess a valid State of Arizona driver's license.
- Must have access to reliable transportation and ability to demonstrate proof of vehicle insurance.
- Must be qualified as Certified SHIP counselor by the state within two (2) months of hire.
- Must pass a Central Registry Background Check and must possess or be able to obtain a valid fingerprint clearance card that meets Level One requirements as described in A.R.S. §41-1758.07.

**Grant Funded:**

This is a grant-funded position that has been created to perform the duties and meet the requirements of one or more grants. The position is paid through funds received by SEAGO for administration of the grant. If the funding is withdrawn or significantly reduced, the position may be eliminated and/or the employee will be subject to layoff procedures or a reduced work schedule.

***The SouthEastern Arizona Governments Organization provides equal employment opportunities to all applicants without regard to race, color, religion, sex, national origin, age, disability, political affiliation, or veteran status, genetics or any other protected status in accordance with applicable federal laws.***

**Approvals:**

---

**Name:****Title:** Health Insurance Assistance Program Coordinator

---

**Date**

---

**Name:** Randy Heiss**Title:** Executive Director

---

**Date**